Untangling the Web
An Introduction to the Internet

Introduction

This print module was produced by the Michigan Judicial Institute (MJI) specifically for Michigan Court Support Personnel.

The intent of this print module is to introduce the basics of the Internet, including:

1. Basic terminology

2. Answers to commonly asked questions

3. Introduction to browsers (specifically Internet Explorer)

4. Search engine basics

5. Printing and saving text and graphics

6. Security basics

7. Email overview

For inquires on these or other available Michigan Judicial Institute training resources, contact MJI at (517) 373–7171.

Commonly Asked Questions
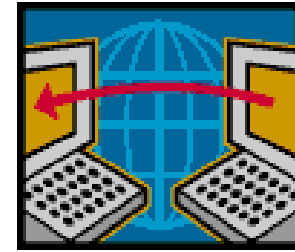
What is the Internet?

The Internet is basically a network of computer networks spread around the world.

Where did the Internet come from?

The U.S. Department of Defense laid the foundation of the Internet 30 years ago when it formed a network of computers for military purposes. The public didn't use the Internet until the early 1990's.

How does the Internet work?

Each computer is connected by phone line to an Internet Service Provider (ISP) which provides you with a link to the Internet. Your computer must have the appropriate hardware (modem) and software (browser) to connect and view the web pages.

What's the difference between the Internet and the Web?

The Internet is the hardware - the computers and other equipment that makes it work. The Web is actually the information that resides on the Internet—the documents.

Who owns the Internet?

No one government, company, organization, or person owns the Internet. Each piece of equipment is owned by the individual or organization where it is housed. The Internet is a collection of computer networks that are independently owned and operated.

How do i get my computer connected?

First you need to make sure your computer has a modem, which most new computers do. Then you need to contact an Internet Service Provider (ISP) in your area. The ISP will provide you with the technical assistance you need to get started.

Why do some Web pages take so long to come up on my screen?

Many factors affect how fast a web page comes up on your screen including the speed of your modem, the number of users on the Internet, content of the pages (photos take longer to load), etc.

How do i find the pages on the Internet?

Each page on the Internet has an address just as each house on your street has an address. Addresses on the Internet are called URL's (uniform resource locators) and look like this: www.courts.michigan.us

The Internet Browser

A web browser contains the tools you need to connect, find, retrieve, view, and send information over the Internet. Common browsers include Netscape Navigator and Internet Explorer.

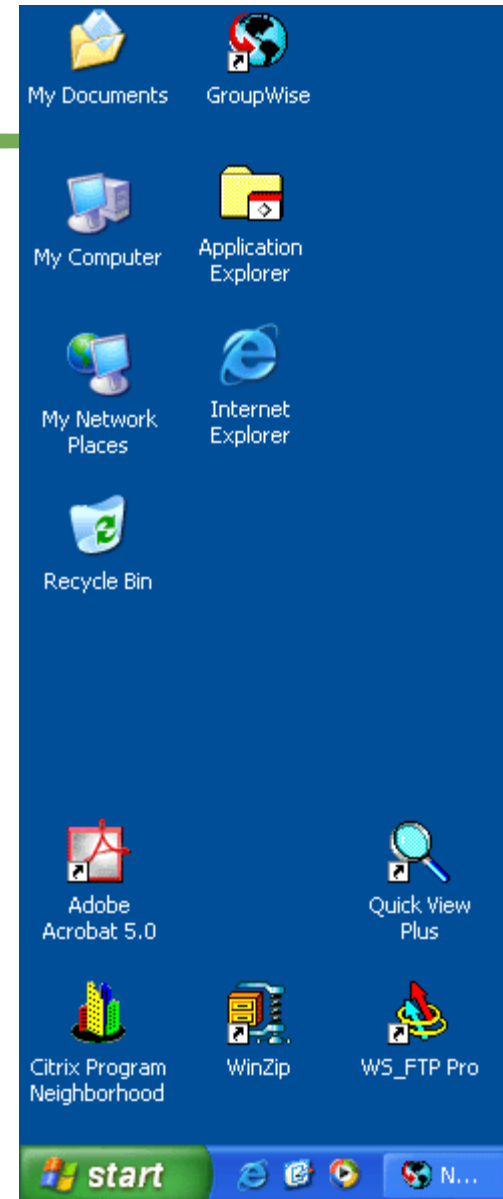When you turn on your computer you will see various icons or pictures on the screen.

The Internet Explorer icon will look like this:

The Netscape Navigator icon will look like this:

Clicking on one of these browsers will open up the browser screen and connect you to the Internet.

Browser Basics

The **Main Browser Window**
When you open Internet Explorer on your computer, the main screen of the program will appear. This main browser window has the following components:

The **TITLE BAR** is at the very top of the window. It displays the title of the page you are viewing and shows that the Internet Explorer application is currently active.

Under the title bar is the **MAIN MENU BAR.** This bar has many different sub-menus that control all options, functions, and commands for the entire Internet Explorer program. Some of the browsing controls also can be found in these sub-menus.

Under the main menu bar is the **TOOLBAR.** It contains the most frequently used commands and all of the browsing functions.

Under the toolbar is the **ADDRESS BAR**. This displays the exact URL location of the page you are currently viewing. You can also type a Web address into this bar and then press the "Go" icon to go to that site.

MJI Publications - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   Search   Favorites   Media

Address   http://courts.michigan.gov/mji/resources/publications.htm   Go   Links

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If you are having trouble navigating this site, please use our site map.

PUBLICATIONS

The MJI publications team produces and revises trial court benchbooks as part of the MJI's mission to keep judges and court employees informed of the very latest developments in Michigan law and procedure. Trial court benchbooks are procedural manuals that serve as reference tools for trial court judges, court staff and trial attorneys. The benchbooks are written by MJI research attorneys and reviewed by advisory committees of judges, court administrators, court professional personnel and trial attorneys.

start   N...   #...   C...   M...   A...   2:47 PM

Browser Basics

Underneath the address bar is the **MAIN BROWSER WINDOW**. It displays all of the information that is located at the Web site you are currently viewing. Any text, images, movies, animation, links, or any other application files will be shown in this window.

The **SCROLL BAR** located on the right side and sometimes on the bottom of this window allows you to move up or down to view the remainder of the page when the page is too large to fit in your screen. You can put your arrow over the bar and click and hold the mouse button down. Moving the mouse while the button is down will drag the scroll bar up or down, thereby moving the browser window up and down to view the page.

The very bottom of the page is the **STATUS BAR**. This is where you can tell how many windows you have open, how much of the page has been loaded, if a site is secure, and more.

Internet Explorer Buttons
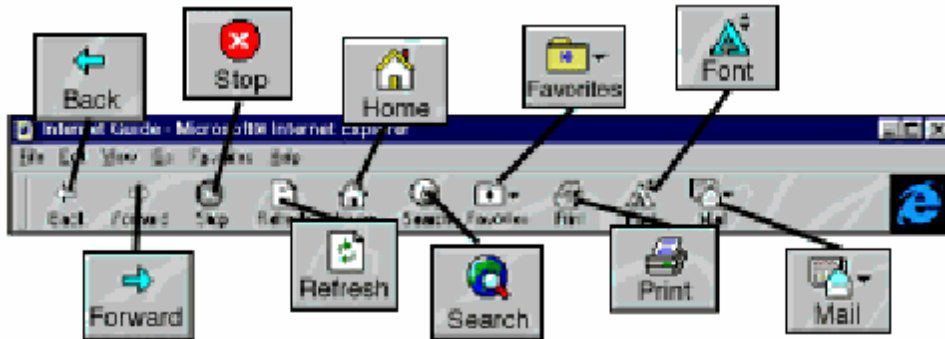
BACK BUTTON: This button will take you back to the previous document you were viewing.

FORWARD BUTTON: This button will take you forward if you have previously browsed multiple documents and then backed-up to a page you are currently viewing. (If you have not backed up at all, the forward button will not be active)

STOP BUTTON: The stop button stops any current operations by Internet Explorer.

REFRESH BUTTON: If the current page you are viewing does not look quite right, clicking the refresh button will reload the page onto your screen.

HOME BUTTON: This button will take you to the page you have selected as the start-up page for Internet Explorer.

SEARCH BUTTON: This button will take you to the page you have selected as the search engine for Internet Explorer. If you have not selected a page it will take you to Microsoft's default search page.

FAVORITES BUTTON: This button will open up the Favorites Menu. You can choose a favorite that you wish to go to from the list, add a favorite to the list, or organize your favorites from this menu.

HISTORY BUTTON: This button will open the History Folder which contains all the links to pages that you have previously visited while browsing the Internet.

MAIL BUTTON: This button will open into a drop down menu from which you can select to read or send e-mail.

PRINT BUTTON: The print button automatically prints out all the pages. To select individual pages to print, go to "File" in the upper toolbar and then choose "Print" which will give you a choice of print options.
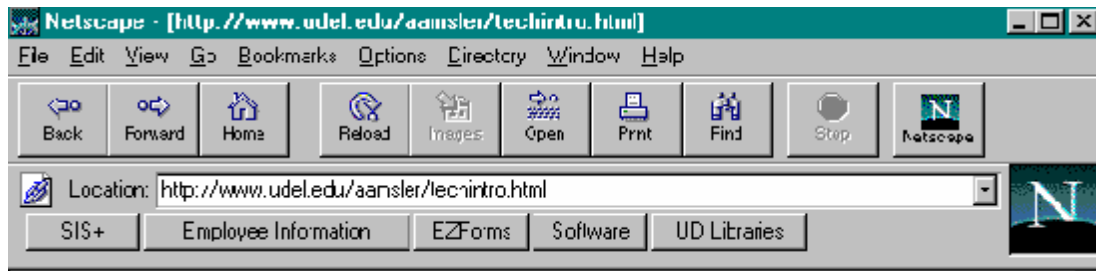
Netscape Navigator Buttons

BACK BUTTON will return you to the last previous site that you visited.

FORWARD BUTTON lets you move forward through pages again if you previously used the "Back" button.

GO BUTTON presents a list of several sites you have visited. Click on any of the more recent choices to return to the desired site. This is the equivalent of clicking on the Forward arrow several times.

RELOAD BUTTON re-retrieves the document you are currently viewing. This is useful if the document does not load successfully or completely.

HOME BUTTON takes you back to the document that was on the screen when you first started Navigator.

STOP BUTTON stops the transfer in progress. This is useful if a link is not successfully or speedily retrieving.

EDIT/FIND IN allows you to do a word search of the document on your screen. Choose this option and type in the word or phrase you wish to search.

BOOKMARKS/ADD BOOKMARK BUTTON When you have found a site that you wish to return to at a later time, select this option to add the URL to the bookmark list. When you wish to return to that document, select Bookmarks and run your mouse down the list of titles to choose a page to which you wish to return.

PRINT BUTTON will print all pages. Use the File / Print option to preview the document or print specific pages.

Entering an Address (URL)

1. Click and drag *(Hold down your left mouse button as you move over the address currently in the window. Let up at the end of the address. The current address should now be highlighted in blue.)*

2. Begin typing your new URL in the window making sure you insert all the text, periods, and slashes correctly. If you do type the URL incorrectly, click twice within the address at the place where you want to make the correction. This eliminates the need to retype the entire URL again.

3. If your address appears correctly in the window, hit your "enter" button on the keyboard and your computer will whisk you away to your new web site.

"URLs are the 800 numbers of the new millennium."

HINT: URL's provide clues as to what kind of organization the address belongs to.
If your URL ends in:
- **.com, it is a commercial site**
- **.gov, it is a government site**
- **.edu, it is an education site**
- **.org, it is generally a non-profit site**

Oh! Oh! It Didn't Work!!

*Don't worry! It happens on a regular basis for a number of reasons.*

1. Make sure you typed the address accurately in the window. If you forgot a "/" or didn't put in the correct letters, all you need to do is go back and re-enter the address correctly.

2. It is not unusual for pages to be there one day and gone the next. The Internet is constantly changing as old information is deleted and new information is added; that's the beauty of the Internet - information can be continually updated. So, the page that was there yesterday may be history today!

3. Try again later! It may be that the person /organization that manages the web page and/or the server where it resides, may be doing maintenance which could make the page temporarily unavailable.

4. Your page may have moved. Oh, yes...that can happen! Usually you will be advised as to the new URL (address).

HINT: If you use the Internet a lot, you may find that your machine begins to operate a little sluggishly. One in a while you need to lighten the load by emptying your cache.

1. Use the "Tools" button.
2. Click on "Internet Options".
3. Click on the "General" Tab.
4. Find "Temporary Internet Files".
5. Click on "Delete Files" right below.
6. Click on "OK".

Your computer will be re-energized with the deletion of these temporary files (cache).

Now That I'm There …
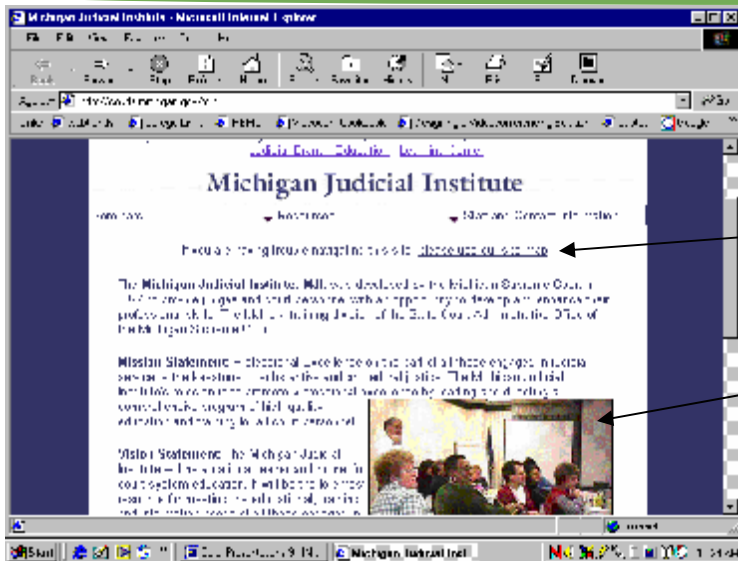
CONGRATULATIONS! Now that you've arrived, what do you see?

Blue Words that are underlined?
These indicate a "link". If you click on the link your computer will take you to another location.

Graphics (pictures)?
Sometimes these can be links too. How do you tell? If you move your arrow over the top of the graphic and the arrow turns into a hand, this indicates that the picture is a link. Clicking on the picture will take you to another page / site.
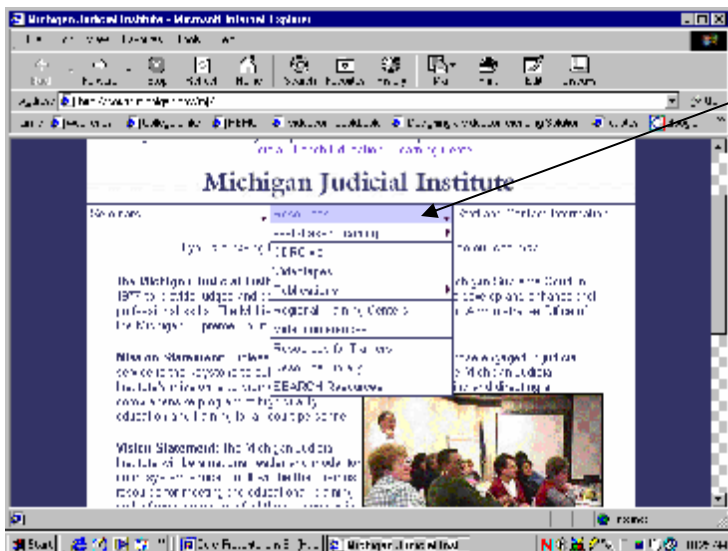
Bar with lots of words?
This "bar" may indicate some drop-down menus like those in the pictures to the left. If you move your arrow over the top of the bar or word(s), you may have a whole new menu of options made available to you.

Search Box?
Some pages provide a search box where you can enter a word and it will search for the information you request. Enter your word and click on "Find".
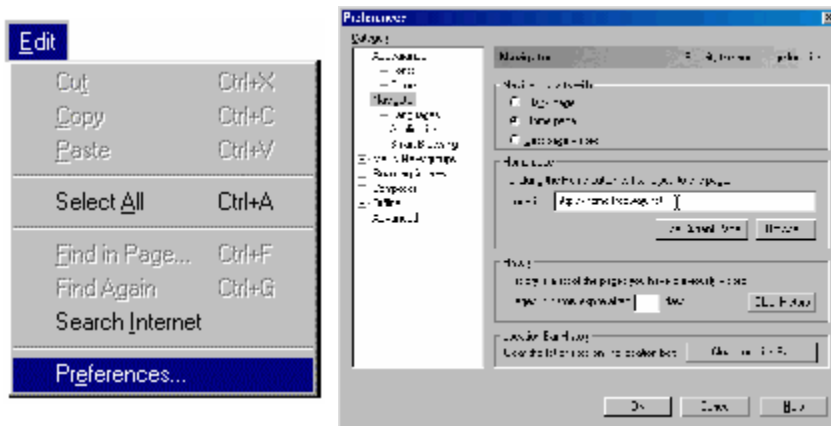
INTERNET EXPLORER

NETSCAPE NAVIGATOR

Setting Your Home Page

Your Home Page is the page that pops up when you first open your Browser. You may want a page other than the one that is currently programmed into your browser.

You can change your Home Page by first going to the page you wish to use - perhaps your court's web page, a search engine, or another site that you visit on a regular basis.

1. Go to the web page you'd like as your Home Page.

2. EXPLORER: Tools / Internet Options / Home page

3. NAVIGATOR: Edit / Preferences / Startup

4. Then click on "Use Current".

5. Then "OK".

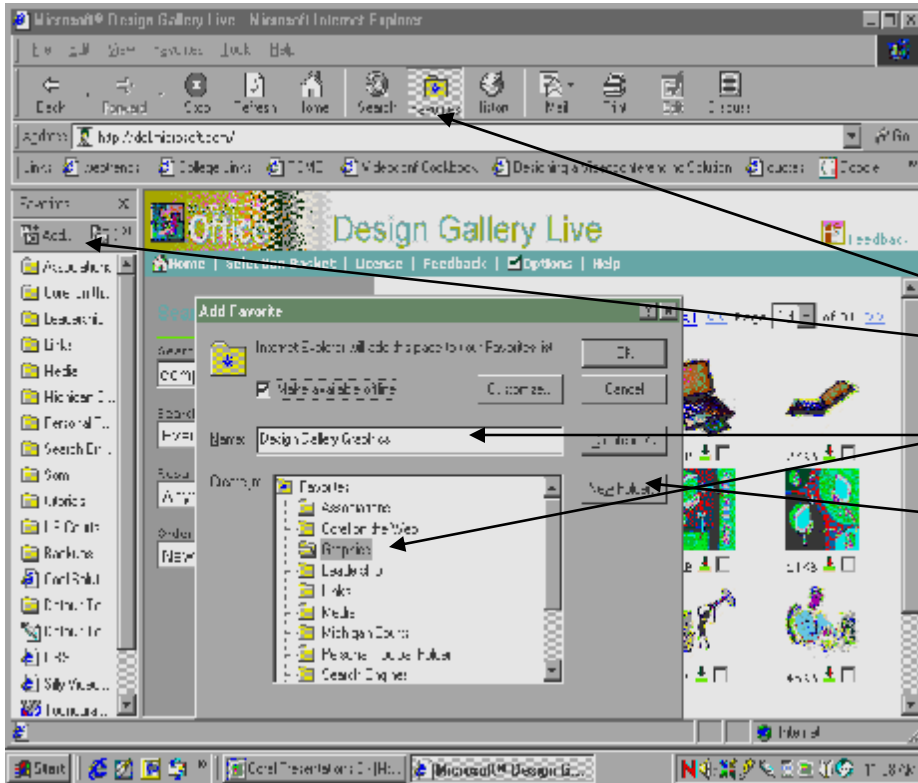6. Go back to your browser screen and click the "Home" icon (button) to confirm the change.

HARDWARE: the parts of a computer than can be kicked.

Saving Your Favorites

As you explore the Internet, you are going to come across some pages that you will revisit time after time. These are the pages you want to save in your "Favorites" file. This is also referred to as "Bookmarking".
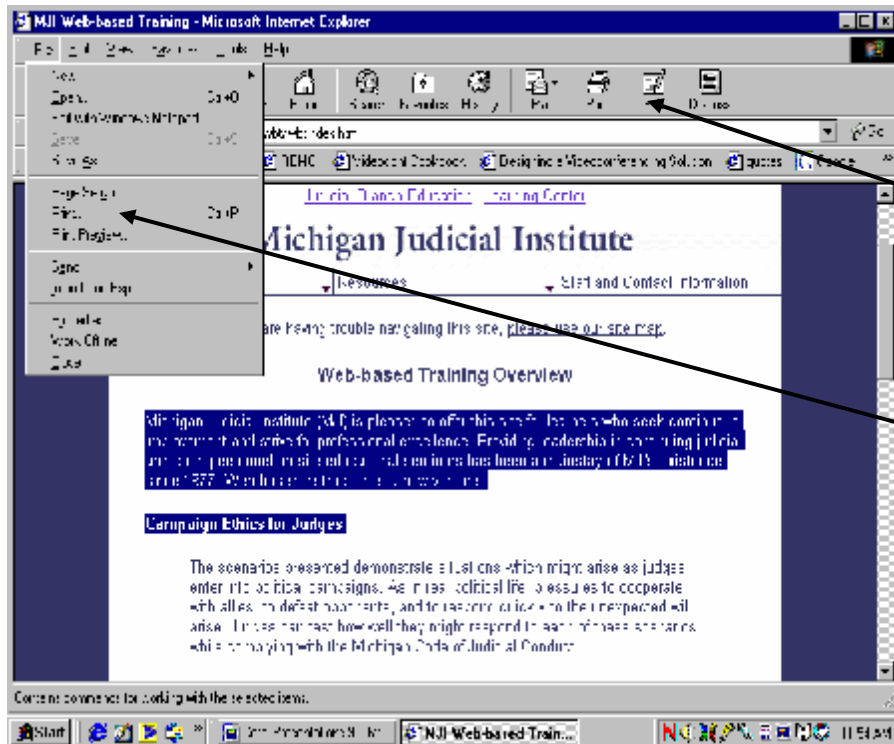
HOW DO I DO IT? (Internet Explorer)

1. Go to the page you wish to save.
2. Then go up to your toolbar and click on "Favorites".
3. Then click "Add".
4. In the "Name" window -type in what you want to name the page. Example: "Design Gallery Graphics".
5. You can choose which folder you would like to put the favorite site in. We have chosen "Graphics".
6. If you'd like, you could create a new folder. Just click "New Folder" and give it a name. Then make sure your new folder is highlighted before you hit the "OK" button.
7. Click the "OK" button to save your favorite page with the new name in the folder you have selected.

When you want to get back to that page:

1. Click in the toolbar on "Favorites"
2. Click on the folder you put it in. *(Example: "Graphics")*
3. Click on the name you gave it. *(Design Gallery Graphics)*

Hint: If you have Netscape Navigator, this process is very similar. Begin with your "Bookmarking" button on your toolbar.

Printing Web Pages

As you explore the Internet, you will find that there is an unlimited wealth of information. If you want to print any of this information you need to be aware of your options as well as a few dangers!
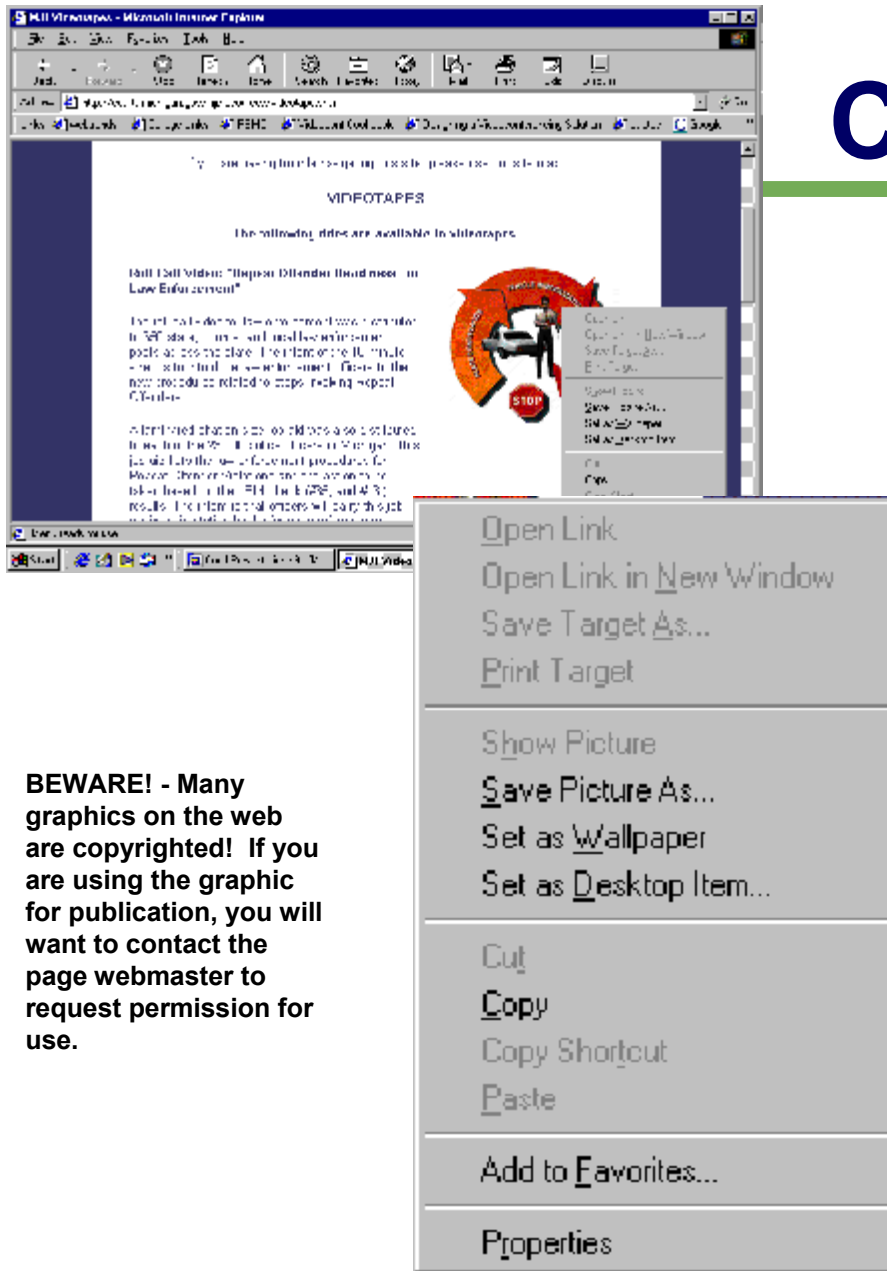
Print Button versus File Button:
You will notice that you do indeed have a "Print" button on your toolbar. Use this button with CAUTION! Once you click on this button, the printing begins without any options. If you have a document that is 345 pages long, your printer will be tied up for a very long time!!!!

To give yourself some options for printing and to access just how long that document is, it is suggested that you use the "File" button and go down to "Print Preview". This will allow you to view HOW the pages will print out and how many pages are in the document (top of page). Determine if you want to print the whole document or perhaps just certain pages. Identify the number of those certain pages. After viewing, click the "Close" button on the top toolbar.

Then go back to "File" and then "Print". Now a print menu comes up asking you whether you want to print "All" or "Select" pages. Make your selection, then "OK".

HINT: If you want to print selected text like the paragraph above in the graphic, FIRST highlight the portion you want printed before you go to the "File" button / then "Print" / Click "Selection" / then "OK".

Copying Graphics

If you find a graphic on the Internet that you would like to copy, put your arrow on the graphic, and click the RIGHT button on your mouse. This will bring up a menu where you have several options.

SAVE PICTURE AS:
Allows you to save the picture as a file. You can choose where to save the file.

EXAMPLE: C Drive, Graphics Folder, and call it "MJI traffic logo".

SAVE AS WALLPAPER:
This allows you to put the picture on your computer screen along with your icons.

SAVE AS DESKTOP ITEM:
This allows you to put the file on your computer screen along with your other icons.
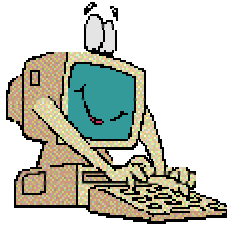
COPY:
You can copy the picture, then open the document where you want to paste the picture. Once in the document, click on the "Edit" button, then "Paste", and the graphic will be inserted into the document.

ADD TO FAVORITES:
You can add the location of the graphic to your Favorites folder so you can find it again when you need it.

BEWARE! - Many graphics on the web are copyrighted! If you are using the graphic for publication, you will want to contact the page webmaster to request permission for use.

Open Link
Open Link in New Window
Save Target As...
Print Target

Show Picture
Save Picture As...
Set as Wallpaper
Set as Desktop Item...

Cut
Copy
Copy Shortcut
Paste

Add to Favorites...

Properties

I Just Can't Find What I Want!

**FOR MORE ABOUT SEARCHING,
VISIT THE
FOLLOWING WEBSITES:**
www.searchenginewatch.com/links

AllTheWeb.com (FAST Search)
http://www.alltheweb.com

AltaVista
www.altavista.com

AOL Search
http://search.aol.com

Ask Jeeves
http://www.askjeeves.com

Google
http://www.google.com

HotBot
http://www.hotbot.com

iWon
http://www.iwon.com

World of Web Searching
www.worldofsearching.org

Many people spend hours on the computer but still can't find the information they are seeking. This is where a Search Engine is helpful.

The Internet contains a vast amount of information. A Search Engine is similar to the card catalogue at your local library. Search engines organize web sites into categories just as books are categorized in the library. There are numerous Search Engines out there and each categorizes web pages differently. Try using several different Search Engines until you find one or two that provide you with the best results.

Part of the challenge with searching is how you "PHRASE" your search. Computers aren't really very smart when it comes to understanding human speech, especially when they are only given a few words to work with.

You can clarify your needs by communicating with your computer in the following ways:

USE QUOTATION MARKS: Example: "Miami Dolphins"
By using quotation marks, you are telling the computer the two words must appear side by side in the document. Otherwise you could end up with a bazillion hits for Miami, and a bazillion hits for dolphins.

USE "+" or "-" signs:
Example: cubs +scouts (no space between the "+" and the following word)
This tells the computer the two words must appear in the same document. Without a plus sign, you would get sites with cubs and sites with scouts. Using the minus sign works the same way. Example: cubs -baseball. You want sites with cubs but not anything related to baseball.

Basics of Security

The Internet may feel like a place where you roam anonymously and privately, especially if you access it from your home. However, with each visit to the Internet, your computer and other computers actively exchange information. So how private and secure are these communications? That depends primarily on the sites you visit and your web browser's security.

SHOPPING: How often do you hand your credit card to a waiter in a restaurant or give out your account number over the telephone when ordering products? Such actions probably pose a greater security risk than charging items online from a trusted web site. If you have doubts about providing your credit card number or other personal information to a web site, check for the site's certificate which is an online document that certifies the site's identity. (Go to "File" / "Properties"/ "Certificates") You can also check for a closed padlock or key that is whole on the Status Bar to indicate a secure site.

VIRUSES: If you visit the Internet or use E-Mail, you need to have a virus protection software on your computer AND you need to update it monthly. Recent studies have shown that there are an average of 24 NEW viruses each MONTH. To protect your computer from viruses on the Internet, don't download files from the Internet unless you know the source is safe.

COOKIES: No, not the kind mom baked! A cookie is a small amount of information stored on your computer by a website that you visited. Cookies are generally harmless. You can program your computer to alert you when a cookie is being loaded. Go to "Tools" / "Internet Options" / Click on the "Advanced" tab / Scroll to "Security". Under "Cookies", select "Prompt" before accepting cookies. Then "OK".

NOTE: This continual prompting can become annoying as you may receive a prompt every 3-5 seconds.

"You have to be more careful. Your computer has a virus, your mouse pad has athlete's foot and your modem has rabies!"

Email Overview

SECURITY:

Take care with e-mail. Theoretically, postmasters and system administrators who relay electronic mail messages could read your e-mail IF they wanted to. Your employer has a right to monitor the e-mail you send, as do law enforcement authorities. All e-mail passes through a server where it may be archived. Even though it does not exist on your computer, it can exist in the network.

ETIQUETTE:

1. Do NOT use all capitals (FLAMING). This is equivalent to screaming at a person when face-to-face.
2. Don't send those precious stories unless asked. The average e-mail user gets 40 e-mails a day. You are contributing to that load.
3. Most times an e-mail communication is appropriate. If you are delivering bad news or the topic is a sensitive one, please deliver the message in person. E-mail is often open to misinterpretation by the reader.
4. Don't be a novelist. When generating an e-mail, keep it short and sweet. Most readers will not get beyond the first 5 to 7 lines and if you are known for your lengthy e-mails, people will be hesitant to even open the darn thing!

WRITING EFFECTIVE E-MAILS:

1. Write a meaningful subject line. Details will encourage the recipient to read and respond quickly.
2. Keep the message focused and readable.
3. Use attachments sparingly as they are often times hard to open.
4. Identify yourself clearly. If people recognize you or your organization, they will reply more promptly.
5. Be kind. Don't flame.
6. Proofread.
7. Don't assume privacy.
8. Distinguish between formal and informal situations.
9. Check your E-MAIL Inbox regularly.
10. Always reply promptly.

HINT: To open an attachment, try clicking the RIGHT button of your mouse on the attachment, then LEFT click on "Open". Try it! You'll be surprised at your success.
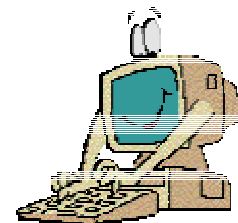
Word Match

Match the word in the first column with the correct meaning in the second column.

A. Browser	1. A directory of saved Internet sites.
B. URL	2. The page that pops up when you first open your browser.
C. ISP	3. Temporary files that can bog down your computer's efficiency.
D. Flaming	4. Another word for the address of a given webpage.
E. Search Engine	5. Small files that may be loaded on your computer by a site your visit.
F. Favorite	6. Files that can be malicious and cause destruction to your hard drive.
G. Home	7. Using all capital letters or berating someone via email.
H. .gov	8. An Internet tool that organizes web sites into categories to find the pages you want more readily.
I. cache	9. Often indicated by blue underlined text but may also be a graphic or a bar with drop down menus.
J. link	10. Indicates a government website.
K. link	11. Internet Service Provider.
L. viruses	12. Contains tools that you need to connect to, find, retrieve, view and send information over the Internet.

Sites You Might Wish to Visit

Michigan Supreme Court
Access court documents electronically
www.courts.michigan.gov

Michigan Legislature
Full text search of all current legislative documents
www.michiganlegislature.org

Calhoun County Courts
Library of on-line materials
http://courts.co.calhoun.mi.us

Michigan District Judges Association
Interesting articles on the courts
http://www.mdja.org

Beginner's Guide to Life on the Internet
Learn more about the Internet
http://members.aol.com/JB44

Glossaries of Language
On-line language translation
http://www.lai.com/glossaries.html

The Michigan Judicial Institute provides print training modules free of charge to Michigan Court Staff. Other titles presently available include:

> *"Managing Your Workload"*
>
> *"Fostering Effective Communication"*
>
> *"Caring For Your Customer and Yourself"*
>
> *"Serving the Self-Represented Litigant"*
>
> *"Enhancing Your Work Relationship With Your Boss"*
>
> *"Striving For The I.D.E.A.L. In Decision Making"*
>
> *"Accounting For Non-Accountants"*
>
> *"Workplace Credibility: Preparing For Promotion"*

If you are interested in copies of these titles please contact your court administrator or the Michigan Judicial Institute Distance Learning Team at (517) 334-7805.

Answers to previous slide:

1. F	7. D
2. G	8. E
3. I	9. J
4. B	10. H
5. K	11. C
6. L	12. A